

Our Purpose & Who we Are:

At Sentec we aim to improve the lives of patients by advancing respiratory monitoring solutions to provide clinicians the continuous insight they need to guide care and – most importantly – improve patient outcomes.

Job Description:

Sentec is seeking a motivated **Service Technician** to perform troubleshooting, repairs, and technical support of transcutaneous blood gas monitoring systems. In this position, you will work with customers, Territory Managers, and cross functional departments within the organization to ensure the highest quality of customer satisfaction. This role will operate out of our office in Lincoln, RI.

Essential Duties and Responsibilities:

- Service and Repair
- Technical support
- Polysomnography connectivity solutions
- Work cross-functionally within the organization
- Able to multitask, prioritize and manage time efficiently
- Problem solver
- Attention to detail
- Create formal customer complaints
- Log incoming customer calls
- Experience with Microsoft Dynamics 365 NAV preferred
- Experience with Microsoft Dynamics 365 CRM preferred
- Other duties assigned as needed

Education and/or Experience:

- Associates Degree in Electronics preferred
- Minimum of 1-3 years of experience working in the Technical Support and/or Service Repair field
- Medical device experience is a plus
- Experience working with sales administration and/or customer support required

Qualifications:

- Must be able to read, write, speak, and understand the English language
- Highly developed sense of integrity and commitment to customer satisfaction
- Must have effective verbal and written communication skills, along with strong interpersonal, problem resolution, and creative thinking skills
- Excellent professional manner and telephone personality skills a must
- Strong computer skills. Must have Experience with MS Office Suite (MS Excel, MS Power Point, MS Word, MS Outlook).
- Well organized, excellent time management skills; and ability to prioritize in a fast-paced, self-directed environment

- Able to multi-task activities with shifting priorities
- Honest, assertive, and systematic
- Strong decision making and analytical abilities
- Possess a strong work ethic and team player mentality
- Willingness to work a flexible schedule

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Lifting up to 10 pounds
- Stand, walk, stoop, kneel
- Must be able to sit at a computer for long periods of time

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Working conditions are normal for an office environment. Work requires the use of a computer, copier, and other applicable office equipment.
- Monday through Friday, 8am to 5pm

To apply, send your resume and cover letter to Liza at jobs.us@sentec.com